SL1000

Product Overview

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1. PRODUCT SUMMARY

1.1 System

The SL1000 Smart Communication Server from NEC creates new ways of generating revenue and increasing customer responsiveness while simultaneously improving efficiency and reducing costs.

Designed to be both versatile and scalable for your growing business needs, the SL1000 supports TDM, IP, video, wired or wireless. Hospitality features and Voice Mail have been integrated into the solution to deliver more value to this. Individuals and departments can work more efficiently by using this feature to communicate seamlessly in real time.

The SL1000 Smart Communication Server is targeted at the small and medium sized business and supports between 4 and 128 users on a single site.

The SL1000 has the flexibility to support your existing traditional circuit-switched technology and can be fully utilized to run in a pure IP environment, providing a migration path to pure IP while protecting your technology investment.

1.2 Terminals

With the speed of business today, the importance of the desktop phone has never been greater. Today's employee requires an accessible communication tool at any location, to be as efficient and productive as possible. But, many businesses and employees have not taken advantage of the enhanced capabilities offered by today's next-generation phones. NEC's SL1000 Desktop IP and Digital Terminals are the answer.

NEC's SL1000 range of terminals moves the standard phone to the next level with its large feature set and modern design. By delivering a wide range of customizable features, these terminals can help meet the communication needs of any workplace. As an integral part of the SL1000, they connect people with the information, applications and tools that they need to drive business success.

Your organization can quickly and easily customize the terminals to meet your employees' specific communication needs. And because these terminals support a wide range of applications, these terminals can also help improve overall employee efficiency and productivity.

24TiXH IP Terminal
NEC's SL1000 Desktop IP Terminal provides all the features and functionality of traditional phones with the seamless integration of advanced IP applications. Integration of voice and data is no longer limited to the network or the PC desktop; it is now in the end-users' hands.
Available in black or white.

24TiXH – 24 line keys

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SL1000 Series Digital Terminals
In today's intensely competitive business environment, smart companies know that it takes great customer service to get ahead. Desktop Digital Terminals deliver exceptional value and provide users with access to the full power of the SL1000.
Available in black or white.

12TXH – 12 line keys

24TXH – 24 line keys

60 Button DSS Console

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2. VALUE PROPOSITION

The SL1000 is very well suited to a small or medium sized company that is eager to take advantage of the many benefits provided by the diverse suite of features and applications.

The SL1000 streamlines communication for the entire organization with its diverse suite of features and applications. It enables individuals and departments to work more efficiently by ensuring seamless internal and external communications.

The SL1000 provides converged communications – data, multimedia and voice – over one network. There is no need to run two sets of wires for voice and data; one wire does it all.
The range of new applications such as MyCalls, Desktop Suite, Mobility and Unified Messaging provide the opportunity to grow the sale and deliver more value to the customer through expansion, add-on applications and a range of services.

SL1000 is the best solution for your customer because:

- SL1000 embodies the strengths for which Japanese technology is respected worldwide: comprehensive functionality and outstanding reliability in a low cost package
- SL1000 enables true role-based services in business communications, a large set of applications bring clear value to employees and customers
- SL1000 supports IP telephony but also caters for existing terminals and protocols so migration to IP can happen as fast or as gradually as the customer wants
- PC Pro Management provides easy but advanced management of an SL1000 solution delivering quality control, change management, security and fault management
- SL1000 terminals are attractive and very easy to use
- Mobile Extension integrates mobile phones in the SL1000 allowing Mobile Phones to be part of the system and providing a single point of entry for customers and offering many systems features to the Mobile Phone users.
- An extensive range of applications for all business requirements providing features such as call accounting, softphone, deskset call control and many other functions.

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2.1 Terminals

NEC SL1000 terminals offer up to the minute styling and are extremely easy to use due to an effective combination of screen based prompts and the option of dedicated function keys.

Standard features for the terminals

- Good quality voice with wideband audio support on the 24TiXH IP terminal
- Call history is maintained for easier call management
- Local and system directories can be accessed for lookup and dial
- The user interface is more intuitive with easy to understand menus with Navigation key access
- Support for 10/100 Mbps speeds on the 24TiXH IP terminal

IP Telephony is now mainstream, delivering on the promise of lowered costs and increased flexibility. Small and Medium sized businesses want to realise these benefits now they have been proven by large enterprises.

Small and medium sized businesses want to present a “big company” image to their customers by providing efficient operators, readily contactable staff and advanced, IT-linked applications. They want to improve efficiency by making sure staff can work flexibly, are mobile and can collaborate easily with colleagues.

SL1000 addresses this by providing powerful applications like:

- MyCalls
  Delivering powerful costing and billing, traffic measurement and user-performance analysis so that the customer can manage budgets, check telephone bills and analyse trends.

- Desktop Suite
  providing convenient, cost-effective mobility by means of a softphone and gives users the ability to manage and operate desktop phones from their PC.

SL1000 can deliver all these benefits to your customer.

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3. POSITIONING

The SL1000 Smart Communication Server is targeted at the small and medium sized business and supports between 4 and 128 users on a single site. A single chassis SL1000 system will support up to 32 users.

3.1 Terminals

SL1000 terminals provide the freedom to tailor your platform and telephony applications to meet your business's evolving needs. Whether your business is just getting started or is already rapidly growing, NEC provides the right solutions.

SL1000 Terminals provide:

- Both VoIP and traditional voice support
- Advanced applications to improve staff productivity & efficiency
- Intuitive interfaces
- Custom function keys

4. DETAILED DESCRIPTION, OFFER TEXT

Whether your business is small or medium-sized, the SL1000 Communications Server is the ideal system to complete and grow your business over time. This powerful, robust, feature-rich solution is completely scalable and can be expanded to meet your communications needs both now and in the future. Designed to deliver next-generation, open standards-based solutions, it provides businesses the capability of offering advanced applications and the flexibility for growth.

The SL1000 Smart Communication Server is the platform for enhanced communications applications such as Desktop Applications, Unified Messaging and Mobility. Most applications are pre-loaded and activated through simple license activation, so they are easy for a customer to trial and deploy.

The SL1000 has the flexibility to support your existing traditional circuit-switched technology and can be fully utilized to run in a pure IP environment, providing a migration path to pure IP while protecting your technology investment.

There are options for networking SL1000 systems using SIP trunking.

- SIP trunk can network SL1000 systems with other SIP PBXs assuming the SIP implementations are compatible.

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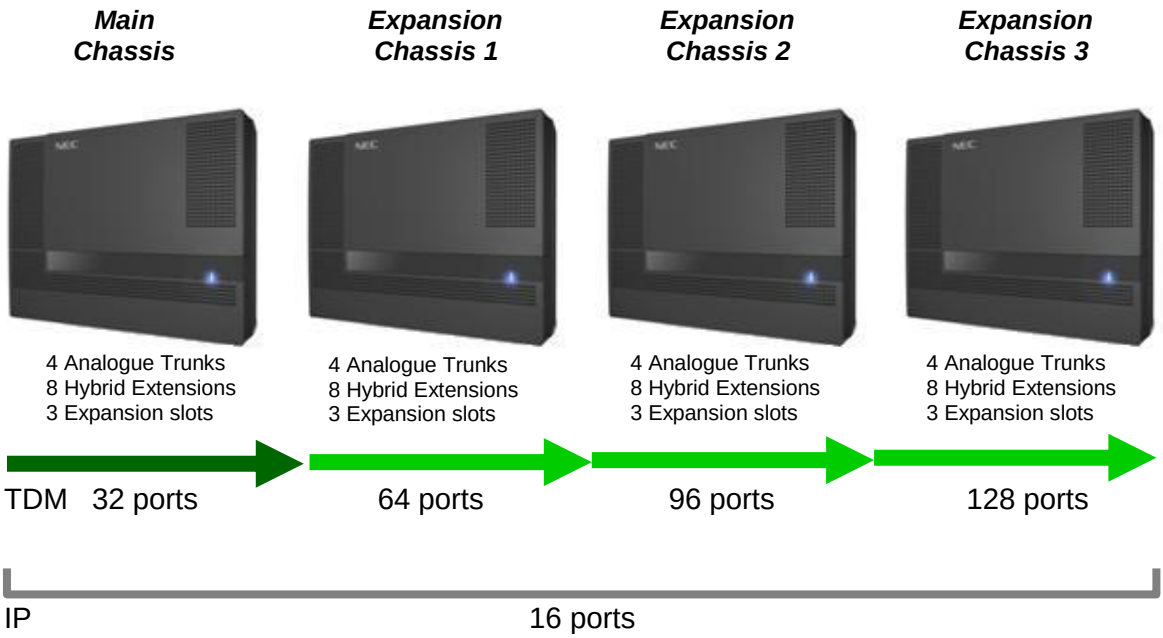
4.1 Configuration

The SL1000 is available in one chassis size with 4 analogue trunks and 8 hybrid extension ports built in. There are a further three slots available for expansion cards.
There are also expansion chassis available that have 4 analogue trunks and 8 hybrid extensions built in plus an additional three slots, the system can accommodate up to three expansion chassis. The interface boards are small and are loaded into the SL1000 chassis. The boards come with fittings that easily screw into the chassis. The connectors face the front of the chassis for easy access. The connector wires run through the front flip-up cover of the chassis, providing for easier installation.

The Main chassis provides up to 32 TDM extension ports. Through connection of three additional expansion chassis, the system can be expanded to a maximum of 128 station ports. For IP extensions, a single chassis is sufficient, providing 16 IP resources (trunk and extension).

The diagram below shows the quantity of ports built in to each cabinet and the expansion slots available to add further cards.



The SL1000 is designed to work with the SL1000 series digital telephones and 24TiXH series IP telephones. Besides, the SL1000 can provide legacy line/trunk interfaces to support the existing Time Division Multiplexing (TDM) based infrastructure, such as analogue trunk lines, digital trunk lines (ISDN BRI).

Communications between legacy extensions and/or trunks and 24TiXH series IP telephones and/or IP networks are made via a VoIP daughterboard, which converts packet-based voice data to TDM-based voice data, and vice versa. Both peer-to-peer connections and TDM-based connections are controlled by the CPU card. The CPU incorporates a built-in Device Registration Server (DRS) and a single interface point of IP connection to IP telephone/trunk, Applications and PCPro/WebPro.

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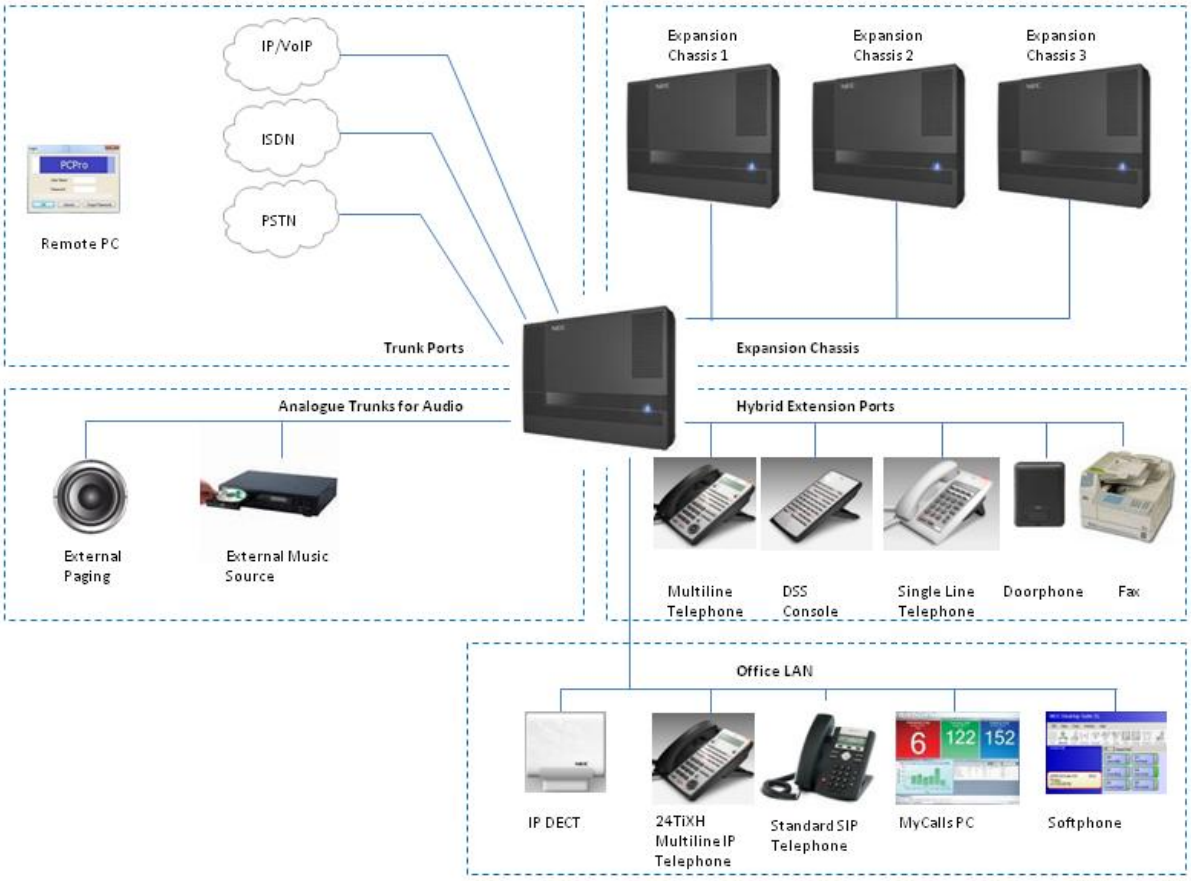
The following picture shows a simplified view of SL1000 system connectivity.



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4.2 Main Chassis with Powerful CPU Card and Built-in Functionalities

The Main chassis of the SL1000 consists of a Main Board and CPU card.

The Main Board has four analogue trunks and eight hybrid extensions built in plus connections for external device controls (doorlocks etc).

- Four RJ11 sockets for the analogue trunks
  Trunk two can be set for either PSTN or External Paging audio output
  Trunk three can be set for either PSTN or External Music on Hold audio input
  Trunk four can be set for either PSTN or External Background Music audio input
- Eight RJ11 sockets for the hybrid extensions
  Ports 6 & 7 can be set to either extension, doorphone or sensor
- RJ61 External Source Control Connection

The Main Board also has the following functions.

- Ring generator for Single Line Telephones
- Message Waiting Lamp driver for Single Line Telephones
- Connector for expansion cards
- Connector for the interface card for connection of the Expansion Chassis

The CPU controls all the functions and operations of the SL1000 system. The system software is loaded into the CPU memory and can be upgraded as new software becomes available (software upgrade can be on site with CF card or PCPro, remote upgrade can be done via PCPro with MEMDB installed).
The CPU functions are:

- Call Control Server
- RTP Forwarding
- VoCoder Conversion (requires a VoIP Daughter card)
- Conference Bridge Server
- Voice Mail Server (requires the InMail Carrier Daughter card & Compact Flash)
- SIP Server
- DSP resources for DTMF and tone detection and sending.
- One channel built in Auto Attendant (VRS)

The CPU also provides some interfaces for external equipment to be connected to the SL1000 system:

- Ethernet Cable Connection (for PC Pro or WebPro, CTI, etc.)
- Connector for the PZ-VM VRS/Voice Mail card
- Connector for the MEMDB expansion memory card
- Connector for the VOIPDB Voice over IP card

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4.3 Easy Installation

For the O&M a PC application with enhanced user interface, called PC Pro or web based version WebPro, is used. The SL1000 PC Pro/WebPro is an instrumental troubleshooting tool that empowers your system administrator to manage the communication server and provides them with the functionality needed to simplify communications.

PC Pro/WebPro helps you manage your communication server simply and easily. SL1000 PC Pro/WebPro provides multiple user interface options. Standard View combines related settings on one screen, allowing quick setup of high-level tasks. Settings on these screens work together to provide users a better understanding of screen relationships. Standard screens are identified by name which clearly indicates their function.

Another option is to use wizards to simplify programming. PC Pro/WebPro wizards chronologically group System Data and guide users during feature setup. PC Pro supports Quick Setup and provides easy setup (system data programming) for a basic and advanced system configuration in shorter time.

4.4 SL1000 InMail

SL1000 InMail is digitally integrated with the system's central processing unit to provide increased speed and accuracy to the voicemail system

SL1000 InMail is ideal for SMB's wishing to ensure that all callers get to the people and information that they need, without prohibitive hold times or dropped calls. It provides digitally-integrated voice messaging capabilities and Automated Attendant features to meet an SMB's communication needs both now and in the future.

Messages and greetings can be uploaded/downloaded easily using WebPro.

The SL1000 InMail solution includes the following essential Voicemail and Automated Attendant features:

Voicemail:

- Conversation Recording
- Answering Machine Emulation
- Fax Detection
- Message Count Display
- Programmable Voice Prompts
- Three Personalized Mailbox Greetings
- Message Forwarding
- Announcement Mailbox for One-Way Information
- Remote or Local Message Notification (on- or offsite)
- Remote Programming via WebPro/PCPro
- Auto-Help Voice Prompts
- Auto-Forward to mailbox
- Programmable Individual Security Code
- Real Time and Date Stamp
- One-Touch keys for Mailbox Access, Message Retrieval, Message Forwarding
- One-Key Call to Sender
- Confidential/Urgent/Future Message delivery options
- Guest & Group/Department mailbox types
- Voice to e-mail notification (optional send of wav file)

Automated Attendant:

- Answer Schedule Tables
- Park and Page

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- Capture Caller ID
- Flexible answering based on trunk time-of-day and day-of-week
- Single digit transfer
- Individual trunk greetings
- Three Day, Night and Holiday Greetings

4.5 Installation Type

The SL1000 provides installation methods as follows:

- Wall mounting installation

4.6 Desktop Suite

The NEC Desktop Suite is a software application that provides telephone users with enhanced features for controlling and managing their phone activities

The Desktop Suite Lite for the NEC SL1000 telephone system can support the following system capacities:

- 16 Softphones maximum
- 128 Desktop Suite clients maximum
- VOIP hardware is required for softphone operation

The user will select between operating in Softphone mode or Deskset mode as part of the initial configuration of the software. In Softphone mode the user's PC will serve as their telephone device with the audio being managed through the PC audio resources or a supported external audio device. The Deskset mode will be used to control any of the digital or IP phones that are supported on the SL1000.

- Softphone
- Deskset Control

The license requirements for the Desktop Suite Lite will be based upon the licensing scheme that is currently used for the SV8100 Desktop Suite. The license codes will be different from the SV8100 version to ensure that each application will only be used with the system that it is intended.

4.7 SL MyCalls

SL MyCalls is a complete call management package that can be used to monitor phone system activity and performance. It works by gathering call information from the SL1000 and storing it in a database. The MyCalls application can then be used to run reports and view real time information ('Calls in Queue' information not available) from the MyCalls database. There are two levels of the product available: MyCalls and MyCalls Call Manager. A summary of the features in the different levels of the product are as follows:

MyCalls
Status displays for Extensions, DDI's and trunks.
Statistics display for Single Value Windows and Combination Value Windows
Basic Reporting

MyCalls Call Manager
All the features of MyCalls plus:
Enhanced/scheduled reporting
Enhanced alarms
Call costing
Users

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Licensable options for Wallboards / Additional application users

Note – SL MyCalls uses Call Logging output only therefore Real Time refers to the information available when the call has ended. Calls in Queue is therefore not available

The license requirements for SL MyCalls will be based upon the licensing scheme that is currently used for the SV8100 MyCalls. The license codes will be different from the SV8100 version to ensure that each application will only be used with the system that it is intended.

4.8 Mobility

A number of mobility options are available on the SL1000. These solutions allow a portable handset to be used in and out the office while still allowing high feature levels.

- IP DECT
- Mobile Extension

4.8.1 SIP DECT

Access Point
AP300C – A maximum of 16 Access Points can be connected.

DECT Handsets
A maximum of 16 IP DECT handsets can be connected.
Note – the maximum of 16 also includes other IP/SIP terminals.

C124

G355

G955

I755

M155

4.8.2 Mobile Extension

Mobile Extension is a superb way of keeping one point of contact wherever you are. Typically used with a GSM handset but can be used with many other phone connections. It effectively allows your mobile phone to become an extension off the office system, DDI calls ring through the SL1000 to your phone so only one point of contact required. While on a call you can place the call on hold (plus many other features) and transfer to a deskphone in the office. By calling in on your own DDI from the mobile you can access dialtone and perform and dial out as though on the premises.
An excellent solution for those out of the office on a regular basis.

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4.9 CTI

1st and 3rd Party CTI (TAPI) are available via the Ethernet ports of the CPU/VOIPU cards.

1st Party CTI is non-licensed and available from R1.5 software.
3rd Party CTI is non-licensed with R1.5 software but is a licensed item from R2 software.

The table below shows the availablility of CTI from R1 software.

	R1.0 software	**R1.5 Software**	**R2.0 Software**
1st Party CTI	Not available	Available – non-licensed	
3rd Party CTI	Not available	Available – non-licensed	Available - licensed

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4.10 System Configuration

The SL1000 consists of one or more Chassis depending on the system configuration.
The first Chassis always mounts a CPU card. Optionally various Legacy Line/Trunk Cards are mounted.

System configuration can be done using the Prophix tool.

Just for information, some maximum system capacity figures with respect to configuration rules are listed below. Please take note that this information is only for information and might not be complete for specific cases.

SL1000 Maximum System Capacities – Extension and Trunk Interfaces, Channels

Number of chassis			Main chassis	Expansion chassis 1	Expansion chassis 2	Expansion chassis 3	Remarks
Total Ports			66	132	198	230	
	Trunk Port	Max	42	84	100	100	
		Analog	16	32	48	48	
		ISDN BRI	12	24	36	36	
		IP Trunk (SIP/H.323)	16				VOIPDB & MEMDB is required
		External Paging	1	2	3	3	Use Analog Trunk ports
		External MOH	1	1	1	1	Use Analog Trunk port
		BGM	1	1	1	1	Use Analog Trunk port
	Extension Ports	Max	32	64	96	128	
		Multi-Line Telephone	24	48	72	96	
		Single Line Telephone	32	64	96	128	
		IP Terminal (SIP-MLT/Std./IP DECT)	16				VOIPDB & MEMDB is required
		DSS Console	3	6	9	12	Connect to Hybrid Extension ports
		Door phone	2	4	6	6	Connect to Hybrid Extension ports
Virtual Extension Port			50				
Power Failure Circuit			4	8	12	12	1 circuit per 408M/408E
Door Relay			2	4	6	6	Located on 408M of each chassis
Ethernet Port			1				Located on CPU
Built-In Answering Machine Channel			2 (note1)				Built in to CPU
VRS			4				CPU : Max 4ch
			16				CPU+MEMDB : Max 16ch
Voice Mail Channel			8				CPU : Max 8ch
			16				CPU+MEMDB : Max 16ch
Analog Modem			1				Mounted on PZ-VM21

Note 1 – Built in VRS channels is dependant on main software version
Prior to R2 there is 1 channel availabe.
R2 and later there are 2 channels available.

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SL1000 Maximum System Capacities – Cards

Category	Hardware Name	Description	Main Chassis	Expansion chassis 1	Expansion chassis 2	Expansion chassis 3
Option Items for Main Chassis	IP4WW-EXIFB-C1	Interface Card to Expansion Chassis	1	-	-	-
	IP4WW-Battery Box	External battery back up	1	1	1	1
Option Items on CPU	IP4xx-MEMDB-C1	Expansion Memory Card for capacity & feature expansion	1	-	-	-
	IP4WW-VOIPDB-C1	VoIP Gateway Card	1	-	-	-
	PZ-VM21	Embedded VRS/Voice Mail Card	1	-	-	-
	CFxx-C1	VRS/In-Mail CF Card	1	-	-	-
Expansion Cards	IP4WW-408E-A1	4 Analog Trunks + 8 Hybrid Extensions Card	3	6	9	12
	IP4WW-008E-A1	8 Hybrid Extensions Card				
	IP4WW-000E-A1	0 Trunk/Extension Card for ISDN BRI				
	IP4WW-2BRIDB-C1	2 ISDN BRI Daughter Board (4 channels)				

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SL1000 Maximum System Capacities – Memory & License Relation
There are maximum system capacities or feature activation that is controlled by either the MEMDB card or system licences.

The MEMDB card is required for several functions, without the MEMDB there are the following limitations:-

1. Main Chassis only (no expansion chassis can be installed)
2. VOIPDB card cannot be installed.
3. Maximum VRS channels is 4 (with MEMDB maximum is 16 channels)
4. Total InMail channels is 8 (with MEMDB maximum is 16 channels)
5. Remote upgrade not available
6. E-Mail notification not available (InMail feature)
7. Desktop Suite not available
8. 1st or 3rd Party TAPI not available

The following limitations are controlled by system licences.

1. VoIP/SIP TRK-1 license required for 5 or more IP trunks (1 channel license)
2. VoIP/SIP EXT-1 license required for 1 or more 3rd party IP extensions (1 channel license)
   The 24TiXH telephones have the license included
   The Desktop Suite softphone has the license included
3. IP-Encryption license required for VoIP Encryption (system license)
4. IP-NAPT license required for VoIP NAT Traversal (system license)
5. VM-Channel-2 required for 3 or more InMail channels (2 channel license)
6. VM-Advance license required for InMail features:
   E-Mail Notification
   Cascading message notification
   Find-Me/Follow-Me
   Password Option
   Hotel/Motel
7. Mobile-1 license required for 5 or more mobile extensions (1 port license)
8. Hotel license required for Hotel/Motel features (system license)

The following limitations are controlled by licenses from R2 software.

1. 3rd Party CTI
2. XML Pro
3. PMS Output

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4.11 Universal Card Slots – Main and Expansion Chassis

The Main and Expansion Chassis are used for legacy line/trunk cards. Each Chassis provides 3 universal card positions.
The cards are mounted onto the Main Board within each chassis.

Optionally the IP4WW-000E and IP4WW-008E cards can have the IP4WW-2BRIDB daughter card mounted.

Main Chassis

Item	Specification
Dimensions (W x D x H)	375 mm x 115 mm x 290 mm
Weight	Approx. 2.8 Kg (when all slots occupied)
Input Power	AC 90V – 264 V (Automatically adjusted)
Slot	3 option Slots
Operating Conditions	Ambient Temperature: 0 – 40 degree centigrade (When the ambient temperature will exceed this value during the holiday or the night, an air conditioner is required.) Relative Humidity: Less than 90% (non-condensing)
Cooling	Ventilation

Expansion Chassis

Item	Specification
Dimensions (W x D x H)	375 mm x 115 mm x 290 mm
Weight	Approx. 2.8 Kg (when all slots occupied)
Input Power	AC 90V – 264 V (Automatically adjusted)
Slot	3 option Slots
Operating Conditions	Ambient Temperature: 0 – 40 degree centigrade (When the ambient temperature will exceed this value during the holiday or the night, an air conditioner is required.) Relative Humidity: Less than 90% (non-condensing)
Cooling	Ventilation

This is an overview of the system specification; please refer to the SL1000 Hardware Manual for the complete system specification.

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5. TERMINAL DETAILED DESCRIPTION, OFFER TEXT

SL1000 Desktop IP Terminals provide all the features and functionality of traditional phones with the seamless integration of advanced IP applications.

SL1000 Desktop Terminals are ergonomically designed for natural comfort and facilitate ease of use through an array of menu-driven functions and easy access function keys. Together, these aspects of the terminal deliver power, versatility and programmability to all user stations, maximizing efficiency and productivity.

SL1000 Desktop Terminals come with a display and either 12 or 24 line keys giving the user more options for personalising their telephone. Frequently used features can be accessed by a single operation with lamp indication where available.
The terminals also have dedicated feature keys for the most common operations; Hold, Transfer, Do Not Disturb, Conference and Mute.

5.1 SL1000 12TXH Terminal

Economical and versatile terminal offered in digital format for users requiring access to basic telephony and messaging service. They provide a fully functional keypad providing standard business functions such as hold, transfer, speaker, microphone, 12 function keys and other features. The terminal comes with a display and hands free operation.
Roles

- Office Administrator
- Workshop Employee
- Public User

Main Features

- New sharp-edge Design
- Two line LCD
- 12 Line Keys with lamps
- Message Waiting/Call Indication Lamp
- Navigation key access to menu's
- Hands free operation
- Available in black or white

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5.2 SL1000 24TXH Terminal

Economical and versatile terminal offered in digital format for users requiring access to basic telephony and messaging service. They provide a fully functional keypad providing standard business functions such as hold, transfer, speaker, microphone, 24 function keys and other features. The terminal comes with a display and hands free operation.

Roles

- Team Worker
- Operator
- Executive

Main Features

- New sharp-edge Design
- Two line LCD
- 24 Line Keys with lamps
- Message Waiting/Call Indication Lamp
- Navigation key access to menu's
- Hands free operation
- Available in black or white

5.3 SL1000 24TiXH Terminal

Full feature terminal offered in IP format for users requiring access to basic telephony and messaging service. They provide a fully functional keypad providing standard business functions such as hold, transfer, speaker, microphone, 24 function key, 4 Soft Keys and other features. The terminal comes with a display and hands free operation.

Roles

- Team Worker
- Operator
- Executive
- Home worker

Main Features

- New sharp-edge Design
- Three line backlit LCD
- Backlit keypad
- 24 Line Keys with lamps
- 4 soft keys
- Message Waiting/Call Indication Lamp
- Navigation key access to menu's
- Full Duplex hands free operation
- Available in black or white
- Dual Ethernet ports
- PoE IEEE802.3af or AC adaptor

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5.4 SL1000 DSS Console

Offering 60 programmable function keys the DSS console allows an operator to quickly and easily see the status of extensions on the system.
The DSS console sits alongside the terminal giving the operator the 12 or 24 keys on their phone plus the 60 buttons on the console.
Buttons show busy lamp information for each extension and the operator can quickly transfer calls through.
Roles

- Operator

Main Features

- New sharp-edge Design matches the terminals
- 60 buttons with lamps
- Available in black or white

5.5 Personal, system and corporate directories

Users can quickly access directories to easily reach the people they need; no need to waste time looking up phone numbers. Each entry in the directory is searchable, and a call can be placed from the searched entry. When a call is received, the Caller-ID matches the registered phone number with the entry in the directory, and the name of the entry is displayed on the LCD.

5.6 Easy-to-use, intuitive interfaces

NEC's terminal interfaces are designed to improve the overall user experience. NEC believes telephone users should not need extensive training or manuals to utilize business telephones. The NEC terminal interfaces are designed to be intuitive, allowing for effortless business communications

5.7 Call history

Incoming, outgoing and missed calls are logged and are accessible to the user. Call history can be used to make call backs, and the numbers can be added to the directory.

5.8 Customizable ring tones

Different ring tones can be programmed and assigned to unique telephone numbers in the telephone's directory. When an incoming call arrives, an identifying distinctive ring tone can immediately identify who is calling.

5.9 Headset options

The table below shows the list of Plantronics headsets supported by the SL1000 terminals.

Plantronics headset name	Type	Cable	Adapter	Optional Accessory
Savi range - Wireless	WO350 WO300 WO100 WO200 W710 W720 W730 W730-M W740 W740-M W745			HL10, straight plug
CS Range - Wireless	CS70N CS60 CS510			HL10, straight plug

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	CS520			
SupraPlus - wired	HW261N HW251N SupraPlus	U10P	BiWay	
SupraPlus - Wireless	SupraPlus Wireless			HL10, straight plug
Entera - Wired	Entera HW111N	U10P	BiWay	
Mirage – Wired	Mirage	U10P	BiWay	
Encore – Wired	HW291N HW301N	U10P	BiWay	
Duoset	H141	U10P	BiWay	

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6. SALES PRESENTATIONS

A number of Sales Presentations are available on BusinessNet as below

Name
SL1000 - Sales Support Training - Overview
SL1000 - Sales Support Training - System Features
SL1000 - Sales Support Training - Terminals
SL1000 - Sales Support Training - Cabinets
SL1000 - Sales Support Training - Circuit Boards
SL1000 - Sales Support Training - Mobility
SL1000 - Sales Support Training – MyCalls
SL1000 - Sales Support Training - Desktop Suite
SL1000 - Sales Support Training – Hospitality
SL1000 - Sales Support Training - Sales Kit
SL1000 – Sales Support Training - Security

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7. COMPATIBILITY

7.1 Applications

The SL1000 supports a wide range of applications, some embedded in the SL1000 itself (E), some that can be added in-skin through an extra card in the SL1000 chassis (I), others that use a separate PC (PC) or using a PC client server approach (PC/S). These applications fall into several groups

- Telephony
- Mobility
- Call Management and Accounting
- System Configuration Management
- Vertical Applications

7.1.1 Telephony

Function	Product	
SoftPhone A PC can be used to make and accept calls and media is handled by the PC and connected peripherals.	SL1000 Desktop Suite	PC
Uniform Call Distribution (UCD)	MyCalls	E + PC
Interactive Voice Response/Auto Attendant	SL1000 VRS/InMail	E

7.1.2 Mobility

Function	Product	
Mobile Phone Integration Mobile phone users become integrated with the PBX and can be reached via a single number, use PBX features as fall back on busy, transfer, etc	SL1000 Mobile Extension	E
Softphone Check voicemail and place calls while being online using a high-speed connection	SL1000 Desktop Suite	PC

7.1.3 Business Communications

Function	Product	
Unified Messaging All voice and e-mail messages are directed into one inbox	SL1000 InMail	E

7.1.5 System Configuration Management

Function	Product	
Communication Server Configuration Management	SL1000 WEB Pro	E+PC
Communication Server Configuration Management	SL1000 PC Pro	PC

7.1.6 Vertical Applications

Function	Product	
Hospitality Management Integrate business processes based on specialized roles within an hospitality organization	SL1000 Hospitality Management	E
PMS (Property Management System) Integration to external PC based Front of House	NEC PMS Lite	E+PC

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Function	Product	
Application		

7.2 Terminal Compatibility

The SL1000Terminals can be used on the following systems:

System Type / Terminal Type	SL1000
12TXH	√
24TXH	√
24TiXH	√
60 Button DSS	√

7.3 Terminal Interface type

The 12TXH & 24 TXH have a digital interface and the 24TiXH has an IP interface.

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8. LOGISTICS

8.1 Hardware items

Article code	Description	Function
BE110233	IP4EU-1632M-A KSU w/o C	SL1000 Main Unit without power cable
BE110236	IP4WW-1632ME-A EXP w/o C	SL1000 Expansion Unit without power cable
BE110258	IP4WW-EXIFB-C1	Expansion Unit Interface Card
BE110247	IP4EU-MEMDB-C1	Memory Expansion Card
BE110290	IP4WW-VOIPDB-C1	Voice Over IP card
BE106339	PZ-VM21	VRS/InMail Voice Mail Card
BE110730	IP4WW-VRSCF-C1	VRS Compact Flash Card
BE110731	IP4WW-VMCF512M-C1	VRS+InMail Compact Flash Card 512MB
BE110250	IP4WW-408E-A1	4 Analogue Trunk + 8 Hybrid Extension Card
BE110251	IP4WW-008E-A1	8 Hybrid Extension Card
BE110252	IP4WW-000E-A1	0 port Motherboard (for the 2BRIDB card)
BE110257	IP4WW-2BRIDB-C1	2 Circuit Basic Rate ISDN Card
BE110261	IP4WW-12TXH-A-TEL (WH)	12 Key Terminal (White)
BE110262	IP4WW-12TXH-A-TEL (BK)	12 Key Terminal (Black)
BE110263	IP4WW-24TXH-A-TEL (WH)	24 Key Terminal (White)
BE110264	IP4WW-24TXH-A-TEL (BK)	24 Key Terminal (Black)
BE110281	IP4WW-60D DSS-A CONSOLE (WH)	60 Key DSS console (White)
BE110282	IP4WW-60D DSS-A CONSOLE (BK)	60 Key DSS Console (Black)
BE109741	DX4NA Doorphone	Doorphone Box
BE110277	IP4WW-24TIXH-C-TEL(WH)	24 Key IP Terminal (White)
BE110278	IP4WW-24TIXH-C-TEL(BK)	24 Key IP Terminal (Black)
960012058000	AC/DC Adapter 24V/15W INT	EU plug AC Adaptor for the 24TiXH Terminal
960012059000	AC/DC Adapter 24V/15W UK	UK plug AC Adaptor for the 24TiXH Terminal
BE110790	IP4WW-WALL MOUNT UNIT	Wall Mount Kit for 24TIXH TEL
BE108337	UTR-1W-1	USB Handset (for SL DesktopSuite Softphone)
A50030650002	English DESI sheets SL1000 12B	Pack of 25 DESI sheets for 12TXH terminal
A50030651002	English DESI sheets SL1000 24B	Pack of 25 DESI sheets for 24TXH terminal
A50030653002	English DESI sheets SL1100 24B/24TiXH	Pack of 25 DESI sheets for 24TiXH IP terminal
A50030654002	English DESI sheets SL 60B DSS	Pack of 25 DESI sheets for DSS console

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A51030650002	Blank DESI sheets SL1000 12B	Pack of 25 blank DESI sheets for 12TXH terminal
A51030651002	Blank DESI sheets SL1000 24B	Pack of 25 blank DESI sheets for 24TXH terminal
A51030653002	Blank DESI sheets SL1100 24B/24TiXH	Pack of 25 blank DESI sheets for 24TiXH IP terminal
960004177100	SL1000 Technical DVD	SL1000 Technical DVD
960058991489	CF Card for software upgrade	Blank Compact Flash card for use with PZ-VM21 card for software upgrade of CPU

8.2 Cable Assembly items

Article code	Description	Function
EU300007	Mains lead EU plug with angled IEC320 C13	Mains lead with EU plug for use with Main or Expansion unit
EU300008	Mains lead UK plug with angled IEC320 C13	Mains lead with UK plug for use with Main or Expansion unit
EU300001	RJ11 cable assembly 3.5m	RJ11 to bare end cable assembly
EU300002	RJ11-RJ21 cable assembly 3.5m	RJ11 cable assembly and 12 ports RJ45 panel (EU30002 & EU300003 must be used as a pair)
EU300003	RJ21-12 port RJ45 Panel	

8.3 Software items

Article code	Description	Function
EU300010	SL MyCalls	SL MyCalls - Basic application
EU300011	SL MyCalls Call Manager	SL MyCalls - Call Manager application
EU300012	Additional MyCalls Call Manager Concurrent User	Additional MyCalls Call Manager Concurrent User
EU300013	MyCalls Call Manager Enterprise upgrade	MyCalls Call Manager Enterprise upgrade
EU300014	MyCalls Manager for Additional Site (Enterprise)	MyCalls Manager for Additional Site (Enterprise)
EU300025	Enhanced Call Player	Enhanced Call Player
EU300026	Call Auditor	Call Auditor
EU300027	SL MyCalls Basic Single Version Upgrade	MyCalls Basic Single Version Upgrade
EU300028	SL MyCalls Basic Any Version Upgrade	MyCalls Basic Any Version Upgrade
EU300029	SL MyCalls - Call Manager Single Upgrade	SL MyCalls - Call Manager Single Version Upgrade per PBX
EU300030	SL MyCalls - Call Manager Any Upgrade	SL MyCalls - Call Manager Any Version Upgrade per PBX
BE111312	SL Desktop Suite – Deskset/Softphone	SL Desktop Suite – Deskset/Softphone (per seat)

8.4 License items

Article code	Description	Function

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BE110752	SL-IP-SIPTRK-1 LIC	SIP Trunk License (1 port)
BE111175	SL-IP-SIPEXT-1 LIC	Standard SIP Terminal License (1 port)
BE110753	SL-IP-ENCRYPTION LIC	Encryption License for Multi-Line IP Terminal (1 license per system)
BE110754	SL-IP-NAPT LIC	NAPT License for Multi-Line IP Terminal (1 license per system)
BE110755	SL-VM-CHANNEL-2 LIC	Additional In-Mail Channel License (2 ports)
BE110733	SL-VM-ADVANCE LIC	In-Mail Advanced Features License (1 license per system)
BE110756	SL-SYS-MOBILE-1 LIC	Additional Mobile Extension Port License (1 port)
BE110757	SL-SYS-HOTEL LIC	Hotel/Motel Feature License (1 license per system)
BE111493	SL-SYS-XMLPro-LIC	XMLPro license (1 license per system) from R2 only
BE111780	SL-SYS-3RD-CTI LIC	3rd Party CTI license (1 license per system) from R2 only
BE111676	SL-SYS-PMS-32ROOMS LIC	32 Room PMS license (1 license per system) from R2 only

8.5 Packaged Items (Hardware + Software)

Article code	Description	Function

8.6 Ordering

Configuration tools
1) We will incorporate the SL series in Prophix

Ordering

- Ordering SL1000 items/systems can be done via our Web shop or Prophix.
- As a service, orders can also be submitted via other methods, like fax, or email. In this case, an ordering handling fee of 100 Euro will apply
- As the SL series is volume/distribution/bulk business, for orders below a total of 5000 Euro, a small order handling fee of 100 Euro will apply

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9. PRICING

The price of the SL1000 can be found in the sales tool "Prophix". The Prophix tool can be used to either look up pricing for complete system configurations/projects or individual non-configured hardware or license items.

10. WARRANTY AND REPAIR

Warranty & Repair for SL1000 follow the standard Warranty & Repair Policy for NEC business partners. Deviations can be individually negotiated, in which case the warranty & repair agreement is laid-down in the contract between NEC and its business partner.

11. SERVICE AND SUPPORT

Just for information, some Service and Support procedures are listed below. Since Service and Support for SL1000 is subject to the maintenance agreement between NEC and the Business partner, this is only for information and might not be complete for specific cases and /or business partners.

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Support Requests and Problem Reports
Support Requests and Problem Reports must be submitted and managed using a incident management system called Bluespheres.

All trained and certified engineers who are entitled to support on the SL1000 products (subject to completion of the appropriate training) will receive their Bluespheres account details, as well as detailed instructions on how to use this system.
Please note that notification and progress updates for all incidents will be sent by email. These will be sent to the originator of the incident, as well as the other Bluespheres users in their organization.

Telephone Support
Telephone Support will be available directly from our Technical Support team located in the UK.
Please call them direct on +44 115 9695830

Email
All incidents should be registered via Bluespheres
Should email contact be necessary please use the following address Tech_Support@neci.co.uk

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12. DOCUMENTATION AND TRAINING

12.1 Documentation

Manual Name	
Hardware Manual	
Features Manual	
Programming Manual	
In Mail System Manual	
Licensing Manual for Admin staff	
MLT User Guide + VM + Navigation key	
Quick Operation Guide	
SLT User Guide	
Hotel Guest room user Guide	
Hotel Reception User Guide	
Mobile Extension User Guide	
SL MyCalls Installation Manual	
SL Desktop Suite User Manual	

12.2 Training

Training is organised at regular intervals for the channels (both NSOs and Business Partners). The training can be held at NEC Unified Solutions HQ or at a channel partner location. Both commercial and technical training is available. For more information about each course please see BusinessNet and/or PartnerNet

12.2.1 Commercial Training

SL1000 Sales Support training to be confirmed.

12.2.2 Technical Training

Course	Type
SV8100 to SL1000 Migration Training	Webinar
SL1000 Full Course	Classroom
SL VoIP Part 1 Introduction Training	Classroom
SL VoIP Extension, SIP Trunks & SIP Networking	Classroom
SL IP DECT	Classroom
MyCalls Basic & Call Manager	Classroom
Hospitality	Classroom
InMail	Classroom

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